

# Life<sup>at</sup> Pennknoll Village

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A PUBLICATION OF



## ***Solid reputation helps build short-term rehab program***

### **Pennknoll Village's short-term rehabilitation**

program continues to build a reputation for high-quality outcomes since its opening approximately two years ago.

"Our rehab admissions are definitely up," says Craig Instone, director of admissions. "We've been getting a lot of good rehab candidates and our therapies caseload has grown immensely."

Pennknoll Village, with its 22 short-term rehab beds, has averaged more than 20 admissions per month in 2002. In the first six

months of the year, the program recorded 149 admissions and necessitated the hiring of additional staff, including Lucene Steele, COTA, Jackie Bowser, PTA, and Laura Smeltzer, speech therapist.

"If we continue to grow, we may turn additional beds into rehab beds," Instone adds.

While that may be a more long-term consideration, the growing caseload has necessitated the expansion of the therapy treatment area, according to Carrie Baumgardner, rehab coordinator. "We will have

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## ***Rehab program marketed over the airwaves***

**For the second time** since the short-term rehab program opened at Pennknoll Village, a commercial featuring the program's benefits is airing on local airwaves.

Because people don't plan ahead for crises, the typical print ad does not work as well as the immediacy of television when marketing a short-term rehab program, says Marti Mosley, administrator.

"The television commercials give people the opportunity to see that we are not what comes to mind when they think of a nursing home," Mosley says, adding that the commercials are targeted at adult children with parents who might need rehab services.

The commercials initially aired on cable stations, but have been running on local stations during the recent campaign. "It

has been big for us," Mosley says of the impact on their services.



# From the Administrator

## *Turnaround a success!*

Following the affiliation between Tressler Lutheran Services and Lutheran Services Northeast that created Diakon Lutheran Social Ministries, I told you how we would face changes as the company looked at ways to standardize operations and reduce costs.



*Marti Mosley*

I mentioned how facing the adversities that come with change would not always be easy, but that I believed that it would make us better.

Well, I'm happy to report that the turnaround plan for Pennknoll Village is a success! As of June 30

this year, we reported a \$211,000 surplus. It is the generation of such surplus throughout the agency that allows Diakon, in a variety of programs, to serve those with limited financial resources, pay down debts, and plan for growth to serve more people.

We turn now to our focus on quality improvement and aligning ourselves with

the industry's movement toward quality indicators.

Important to this mission are the people who make Pennknoll Village a haven for those in need of quality care and a welcome destination for our visitors. In this issue of our newsletter, we continue to feature those staff members, both the "old" and the "new."

I hope that you can come to know them as I do and recognize their commitment to quality care.

—Marti Mosley, CNHA, LSW  
*Administrator*

***Coming soon! A new format for Pennknoll Village's and Spring House Estates' web pages. View a sample format at [www.diakon.org/ravenwood](http://www.diakon.org/ravenwood)***

## **Solid reputation**

*(Continued from front page)*

an OT gym that will be set up like a resident's home, with a functional kitchen and living room," explains Baumgardner. "Patients will focus on homemaking tasks, letting us assess their ability to safely return home or to a lesser level of care."

The expanded therapy area is a plus for Pennknoll, says Instone. "We want to be an option for people if they decide to stay here in Bedford County for their care," he says, adding that, "if they go out of the county for surgery, they also can choose to come back here for their rehab."

## **Event will define important issues**

Pennknoll Village plans to hold its first Legislators' Day this fall. The event will give families and staff members the opportunity to talk with representatives about issues that are important to them.

"This event will be a crucial step in the process as we work with our legislators to showcase the services we offer at Pennknoll Village and help them define the political issues that are important to our future," says Marti Mosley, Pennknoll Village administrator.

Watch other Pennknoll Village communications for upcoming dates and topics.

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*Pennknoll Village* is one of 21 retirement communities and facilities operated by Diakon Lutheran Social Ministries, which also offers a range of specialized programs for children, individuals and families.

Visit our web site at [www.diakon.org](http://www.diakon.org)



# Pennknoll Village: Focus on nursing

Pennknoll Village has a dedicated and experienced staff of CNAs, LPNs and RNs contributing to residents' quality care. The following profiles are offered as an introduction to the many committed members of its nursing staff.

## *Departing DON looks to new challenge*

For the last five years, Deb Miller has led the Pennknoll Village nursing staff as its director of nursing, or DON. A native of Altoona, Miller began her work with Pennknoll as a nursing assistant before obtaining her nursing diploma from Altoona Hospital. She went on to work as Pennknoll's assistant director of nursing, then left for one year before returning as DON.



*Deb Miller*

Because of her long history with the organization, it was no surprise that she recognized the next step in her

career when Diakon announced an opening as Regional Staff Developer.

"I really believe in the mission of Diakon," says Miller, who joined the department as a trainer in August. "When this position opened, I thought, 'What a wonderful opportunity.' It is exactly what I wanted. I'm really glad to continue working with them."

Part of Miller's duties as Pennknoll's DON encompassed training staff.

"As DON, my favorite part was teaching. I took advantage of that whenever possible," she says. "To have quality care, you need to continually teach and develop staff."

In her new role, Miller is responsible for training and development of staff within Pennsylvania and Maryland, including those at Pennknoll.

"I hope to help the Quality Improvement team identify areas in every facility where there are training needs and put together a quality training plan," she says.

Miller also plans to continue her own training and work toward completion of her bachelor's degree.

## *Special person needed in role*

When Sherren Cogan's mother died, she took responsibility for her two younger brothers, and began a long history of caring for others that continues in her role as a certified nursing assistant at Pennknoll Village.

"There is a great need for us out there," says Cogan, who has been working as a Pennknoll nursing assistant since 1985.

"It takes a special person. It is all I've ever done since graduating from high school."

A native of the area, Cogan



*Sherren Cogan (left) enjoys special friendships with Pennknoll Village residents like Lena Russell.*

learned her trade while on the job. As the health care industry has changed, she has seen the level of care needed by residents increase, since people have more options for care than before.

Despite those challenges, she continues in her career, because of the people and work atmosphere.

"Not everybody can do this job," she says.

"If I were to leave, I would feel I was letting [the residents and Pennknoll] down."

## *Paper caps led to real-life nursing career*

When Lorrie Hiteshew, RN, was a little girl, her mother would make her nursing caps out of tablet paper.

Although today she doesn't wear a cap, Hiteshew continues to live out that childhood dream as a registered nurse for Pennknoll Village.

A graduate of Johnstown's Conemaugh Hospital, Hiteshew has worked for Pennknoll since it first opened, gradually



*Lorrie Hiteshew, RN*

taking on increased responsibility to her current role as a resident care manager.

Hiteshew began her nursing career in pediatrics, but after eight years switched to geriatrics.

"This is where I thought the Lord wanted me," she says, laughing. "I've had some arguments with him, but this is where He wants me."

A resident of New Paris, Hiteshew says her role involves supervising the care of residents, monitoring LPN activity, and discussing resident care with residents' doctors.

## **Smeltzer joins rehab staff**

Laura Smeltzer joined Pennknoll Village in May as a speech therapist for the short-term rehab program. She previously worked for another long-term care facility.



*Laura Smeltzer*

Drawn to Pennknoll for the working environment, Smeltzer says, "It seemed like a similar

facility to where I had been, but had a better working environment—a team environment."

A graduate of Clarion University with a degree in communication science and disorders, the Johnstown resident also holds a master's degree in speech language pathology from Indiana University of Pennsylvania.

## **Car show to roll into town**

The 14th Annual Pennknoll Village Car Show will roll into town on Sunday, Sept. 15, this year.

The annual event, coordinated with the help of the Bedford Auto Club, will be held in the parking lot and pavilion area from 1 to 3 p.m. A big hit with residents and community members, the show draws a growing crowd of exhibitors and people every year with its unique mix of cars, food, and fun.



*Vintage cars for all to see and admire.*

## **Village referral breakfasts strengthen relationships**

In June, Pennknoll Village's bimonthly breakfast for referral sources featured Dr. Marie Margiotti of Bedford County Orthopedics. Margiotti recently established a practice in the area and has been a strong supporter of Pennknoll Village's short-term rehab program.

"She likes that she can keep her patients in the county close to their families and near her for follow-up care," says Craig Instone, director of admissions for Pennknoll Village.

The village initiated the breakfasts to introduce to staff those who refer people for care, provide a chance to tour the facility, and provide networking opportunities.

Margiotti also presented a well-received seminar on osteoporosis at Pennknoll Village in June.

## Success found in nontraditional role

For nearly one year, Mary Jane Swindell has served Pennknoll Village as an Environmental Services maintenance assistant II. Swindell is the first woman to hold this position, and one of the most competent at the job, according to her supervisor.

"It's a learning experience," Swindell says. "Anything that breaks down you fix—toilets, faucets, wheelchair brakes."

Swindell has worked with the department for two years, beginning in Housekeeping and Laundry. "My husband worked away and I had to do everything," she says, explaining where she gained her experience.

She also maintains three differ-



Mary Jane Swindell

ent gardens in her home and mows several yards for elderly residents in her neighborhood. "I'm more or less a 'Jack of all Trades,'" she says.

Prior to joining Pennknoll, Swindell spent 10 years working as a shift manager for Bedford Area on Aging.

## Pennknoll's wish list . . .

Lawn furniture and picnic table for gazebo	\$5,000
W/C swing for residents	\$3,000
Tables and chairs for staff lounge	\$7,000
Large round table for use with resident activities	\$4,000
Large storage cabinet for activity supplies	\$2,500
Couch, chairs and love seat for activity room	\$7,000
Radios, CD players and tape players for resident use	\$1,000

If you can make a donation toward or to purchase any of these items, please use the enclosed envelope, marking it "Wish List" and the item you wish to purchase. For more information, call the Village at (814) 623-3200. *Thank you!*

## Memorial names

March 1 to July 31, 2002

In Memory of Jean Eylie  
In Memory of Sue Pittman  
In honor of The Staff of Pennknoll Village  
Given by: Mr. and Mrs. Ed Wright

In Memory of Genevieve Foor  
Given by: New Enterprise Stone & Lime Co., Inc.

In Memory of Lela Leader  
Given by: Mr. and Mrs. John A. Blough



## Remember *Pennknoll Village* in Your Will

- Please send me the free information, Conrad Teitell's "*Making Your Will*"
- I have included **Pennknoll Lutheran Village** in my will.

Please complete and mail coupon to: **Diakon Lutheran Social Ministries, Office of Advancement, One South Home Avenue, Topton, PA 19562-1399**

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Your birth date \_\_\_\_\_ Spouse/Loved One's birth date \_\_\_\_\_

# Notes from Spring House Estates . . .

**Spring House Estates**, a joint venture of Diakon Lutheran Social Ministries with UPMC Bedford Memorial, offers independent living retirement cottages located next to Pennknoll Village.

## ❖ Annual Stroke Assessment

The annual stroke assessment held at Spring House Estates in June attracted more than 15 people interested in learning their probability of experiencing a stroke. Each participant answered questions during a mini health registration; a nurse then checked their blood pressure, respiration, and carotid pulse.

## ❖ Raystown Lake luncheon cruise

Spring House Estates is sponsoring a luncheon cruise at Raystown Resort on Sept. 26. Transportation to the lake will be provided by a bus leaving from Spring House Estates. For more information, contact Helen Sickie at 623-3231.

## Annual event draws large crowd

The annual Pennknoll Village/Spring House Estates family picnic was held July 22, with activities in the dining room, chapel, and outdoors.

More than 300 residents, family members, and guests were present to celebrate during the picnic. Entertainment featured local vocalist and guitarist John Topper and the Penn Knoll clown.

Pennknoll Village and Spring House Estates staff members also used the event as an opportunity to welcome visitors during a public open house.



*Family gathers together to enjoy the annual picnic.*

*Address Service Requested*

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**PENNKNOLL VILLAGE**



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